INTERCOMPANY SERVICES COORDINATION PLAN
COORDINATION OF SPECIAL EXCHANGE SERVICES

1. GENERAL

1.01 This appendix lists the normal time intervals required to provide various Special Exchange Services. It may be used as a guide to determine the SSO Due Date (DD) that service is to be released for customer use.

1.02 The intervals expressed in this Guide are not intended to be the sole criteria for determining SSO Due Dates. Such dates should be ***realistic*** and, so far as practicable, in accordance with customer desires. For example, it may be necessary to extend an interval in those situations where known equipment or facility shortages exist. It may also be appropriate to extend intervals in those cases where ***extraordinary*** supply, installation, or testing intervals will be required in order to properly implement service.

2. INTERVAL PRESENTATION

2.01 The objective time intervals for Special Exchange Services are shown in Attachment A. Most intervals are expressed in normal working days, exclusive of Saturdays, Sundays, and holidays. The longest intervals are expressed in calendar weeks or months. The information is shown in the following columns:

(a) ***Description*** — A general description of the various arrangements, systems, or items provided to meet the communications requirements of special exchange service customers.

(b) ***Overall Interval*** — The number of inclusive working days from the day that the customer orders service (Application Date-APP) to the day that the service is to be provided to the customer (DD).

(c) ***Plant Test Interval*** — The number of working days in advance of the service date (DD) by which Plant station and facility installations must be completed and tested locally, making them available for system tests. Additional working days will normally be required for installation.

(d) ***Traffic Training Interval*** — The number of working days within the Overall Interval that are normally required for customer training. In all cases involving customer operating instructions (*), or those handled on an Individual Case Basis (ICB), the Traffic member of the Control ISC Team must be consulted for the requirements of a Customer Training Date (TND), or Customer Training Instructions (TNI) prior to the issuance of the SSO.

2.02 The following codes and abbreviations are used in the Interval Guide:

(a) ***ICB*** — Individual Case Basis (refer to Part 3).

(b) ***NR*** — Not Required. Applicable to the W.E. Co. Supply Interval, where no material is required, or to the Traffic Training Interval where no customer training is required.

(c) ***NTI*** — No Traffic Training Interval required, but Traffic will observe the "Start of Service."

(d) * — Customer Operating Instructions may be required.

(e) ϕ — Traffic Training Interval should be determined on an Individual Case Basis if customer operating instructions are required. Otherwise the stated interval applied.

(f) ***FTA*** — Field To Advise. Issue SSO showing FTA as the DD, with an approximate desired date.

3. INTERVAL DETERMINATION

3.01 When a customer subscribes to a service that is not covered or is shown as ICB in Attachment A, the Control ISC Team Members will determine the time period required to provide the service. Control Team Members may

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consult with Noncontrol Team Members on anticipated supply, plant, etc, intervals.

3.02 When Long Lines sells a service classified as ICB, to be ordered and billed by an Associated Company, the Long Lines salesman should refer it to the Associated Company or Companies involved, for determination of the interval.

3.03 ISC Control will also:

(a) Determine the shortest interval which can be met when a customer requires service in less than the listed normal interval.

(b) Determine information concerning central office equipment required for a given service, eg, equalizers for special conditioned channels, etc.

Attached:
Attachment A

INTERVAL GUIDE FOR SPECIAL EXCHANGE SERVICES

DESCRIPTION	OVERALL INTERVAL	PLANT TEST INTERVAL	TRAFFIC TRAINING INTERVAL
I. Key Telephone Systems Involving Work on			
A. 1-5 Key Stations	6 da.	1 da.	1 da.
B. 6 and up Key Stations & 20-40 Dial Pak	11 da.	2 da.	1 da.
C. If Over 10 Stations	ICB	2 da.	1 da.
II. PBX Systems			
A. Cordless	6 da.	1 da.	1 da.
B. Manual Nonmultiple	17 da.	2 da.	1 da.
C. Dial 755 & 756	17 da.	2 da.	1 da.
D. Dial 740	ICB	ICB	ICB
E. Dial 701 & 711	ICB	ICB	ICB
F. Dial 757	ICB	ICB	ICB
(A position of secretarial service switchboard is considered a nonmultiple system.)			
III. TWX Service			
A. 15 and 19 Equipment	ICB	1 da.	* NTI
B. 28 Equipment	ICB	1 da.	* NTI
C. 33 and 35 Fully Coded Station Arrangements	ICB	1 da.	* NTI
IV. DATA (ISC) Services	ICB	ICB	* ICB

INTERCOMPANY SERVICES COORDINATION PLAN
COORDINATION OF SPECIAL EXCHANGE SERVICES

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1. GENERAL

1.01 The Intercompany Services Coordination (ISC) Plan contained in this section provides standardized procedures to be applied to all Special Exchange Services (SES) involving two or more Operating Companies or between Areas within one Company. The procedures are also suitable for Intraarea and Intracompany application, where desired. This section has been reissued to incorporate recommended changes in the Plan. Since this is a general revision, arrows ordinarily used to indicate changes have been omitted.

1.02 In ISC procedures, Special Exchange Services are defined as those Intercompany or Interarea services having access to the Direct Distance Dialing (DDD) network. In addition, some services may involve both exchange-type and dedicated facilities (FX, RX, tie lines, etc). Such services that involve dedicated facilities entirely within an Associated Company ISC Area normally are coordinated as Special Exchange Services.

1.03 Special Exchange Services vary in complexity; therefore, two basic procedures are required to plan, to implement, and to administer these services:

(a) Normally, services with specific intervals, shown in the section on "Interval Guides," do not require full Team participation in preparing the System Service Order (SSO) and will be handled on the basis of issuing the SSO to the ISC Teams involved as follows:

OBJ. INTERVAL	ISSUE SSO WITHIN
Up to 12 working days	Within one working day after the Application Date (APP)
13 to 22 working days	Two working days after the Application Date
23 working days to 6 weeks	Three working days after the Application Date
Beyond 6 weeks	Five working days after the Application Date

On long interval services of several months, more than five days may be required in order to issue a complete and accurate SSO. The rapid issuance and distribution of the SSO to the ISC Teams involved will permit them to act at once to implement the service. Normally, in addition to the initial acknowledgment of receipt of the SSO by Plant, only a Completion Report is required unless jeopardy or missed due date situations are encountered. Other status reporting may be requested in special cases, but should be held to a minimum.

(b) Services shown as ICB, or not shown in the Interval Guides, may require more detailed coordination and Team effort, particularly during the planning phase. Services in this category include: those requiring non-stock or specially designed or modified equipment or apparatus; those requiring Plant construction; and those complex services for which the salesman alone cannot establish a proper and workable interval to meet a customer Service Due Date or prepare an SSO in adequate detail so that implementation work can begin. Proper coordination of these services may require partial or full Team participation and discussion

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with other Teams to develop schedules for design, supply, training, testing, etc, prior to issuance of the SSO. (See the section on "Planning Services and Preparing Project Schedules.") Also, it may be necessary to request Progress Reports to ensure that these schedules are being met during the implementation phase. Service Analysis Reports may be required to analyze post-cutover performance.

1.04 It is the responsibility of the salesman to determine when a service point in the territory of an Independent Company is involved in the sale of the service. In such cases, the salesman will advise his ISC Team Marketing member. An SSO will be issued with Date to Follow (DTF) in the Service Due Date (DD) space. An "about date" should follow the code "DTF" and a request for a reply from Bell-Independent Relations (BIR) by a specific date should be included under "RMKS." All departments should work toward meeting the "about date" until a firm date is established by a Supplement from Marketing Control. Copies of such SSOs will be routed to Engineering Control.

1.05 These orders will be sent to the Marketing member of the Associated Company ISC Team in whose territory the Independent Company is located. The Marketing member of the Associated Company Team will forward copies to his ISC Engineering Team member and to the Bell-Independent Relations (BIR) representative for his negotiation with the Independent Company. The BIR representative will secure the necessary advice, including the Due Date, the Traffic training date, etc, and will advise ISC Marketing as quickly as possible, who in turn will advise ISC Marketing Control as expeditiously as possible (see Flow Chart I). All orders with "DTF" as the Due Date must be supplemented by Marketing Control to establish firm dates.

2. SALE AND CONTROL

A. Sale

2.01 Under intercity sales agreements, Special Exchange Services are sold by both Long Lines and Associated Company salesmen. Regardless of whether such services are sold by Long Lines or an Associated Company, they are ordered and billed by an Associated Company.

2.02 When an Associated Company salesman sells a Special Exchange Service which is wholly provided within his own Area, internal Associated Company service order routines will be followed. Interarea services within the same Company can utilize SSOs and ISC procedures in the absence of local practices.

2.03 When an Associated Company sells an SES which is provided in another Associated Company Area or when Long Lines sells an SES, SSOs will be used as the initial enabling document.

2.04 When the salesman is in the Control Company, he or his representative is responsible, working with his ISC Team Marketing member as needed, for preparing and issuing promptly a complete SSO Worksheet. When the salesman is not in the Control Company, he should arrange for the SSO Worksheet to include all the information for ordering the service. Marketing Control is responsible for ensuring the completeness of the SSO and for distributing it as promptly as possible to all ISC Teams involved and within the Control Team as required. An SSO number of the Control ISC Team should be used.

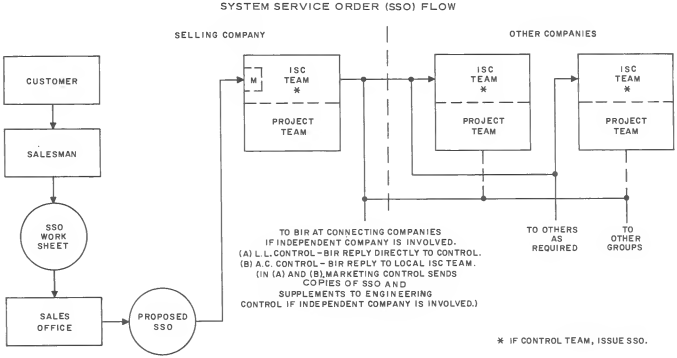
2.05 Associated Companies will follow their regular internal service order routines upon receipt of SSOs to handle specific installations.

2.06 Information on the preparation and processing of SSOs and related documents is included in the sections on "System Service Order Worksheet" and "System Service Order."

B. Control

2.07 All services covered by SSOs must have a Control ISC Team. Control is usually assumed by the ISC Team of the associated selling Sales Office. Detailed instructions on this subject are contained in the section on "Control Team Assignment."

FLOW CHART I


SYSTEM SERVICE ORDER (SSO) FLOW
SELLING COMPANY
OTHER COMPANIES
CUSTOMER
SALESMAN
SSO WORK SHEET
SALES OFFICE
PROPOSED SSO
M
ISC TEAM *
PROJECT TEAM
ISC TEAM *
PROJECT TEAM
ISC TEAM *
PROJECT TEAM
TO BIR AT CONNECTING COMPANIES IF INDEPENDENT COMPANY IS INVOLVED.
(A) L.L. CONTROL - BIR REPLY DIRECTLY TO CONTROL.
(B) A.C. CONTROL - BIR REPLY TO LOCAL ISC TEAM.
(IN (A) AND (B), MARKETING CONTROL SENDS COPIES OF SSO AND SUPPLEMENTS TO ENGINEERING CONTROL IF INDEPENDENT COMPANY IS INVOLVED.)
TO OTHERS AS REQUIRED
TO OTHER GROUPS
* IF CONTROL TEAM, ISSUE SSO.

3. FLOW AND DISTRIBUTION OF SSO, SERVICE INQUIRY, AND SSO WORKSHEET

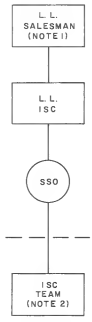
A. SSO Distribution

3.01 When a Long Lines salesman sells a Special Exchange Service, the Marketing member of the Long Lines ISC Team sends service order information to the Marketing member of the Associated Company Control ISC Team via TWX, using SSO format. (Messenger service may be used if the offices are reasonably close.) The SSO number will be given to Long Lines ISC Marketing by the Marketing member of the Associated Company Control ISC Team.

3.02 The Marketing member of the Associated Company Control ISC Team distributes the SSO via TWX to all Associated Company ISC Teams involved, after making necessary additions and changes. Each ISC Marketing Noncontrol receiving SSOs will distribute copies immediately to his own Team members (except the Western member). Each Associated Company implements the service using its normal internal service order procedures (see Flow Charts I and II).

FLOW CHART II

LONG LINES SALE OF ASSOCIATED COMPANY TERMINATING EQUIPMENT (LONG LINES SERVICE)



NOTES:
1. THE LONG LINES SALESMAN WILL PROCEED AS FOLLOWS:
   (A) CALLS A.C. ISC MARKETING MAN AFFECTED TO RESERVE A.C. TERMINATIONS.
   (B) FURNISHES HIS LAST NAME AND THE PROPOSED SSO NUMBER.
   (C) ISSUES SSO IN THE PROPER S&E SECTION FOLLOWING THE CODE "RMK", ADD "RSVD EQPT", DESCRIBE TYPE OF EQUIPMENT RESERVED, LAST NAME AND TELEPHONE NUMBER OF A.C. CONTACT, AND DATE OF RESERVATION.
2. LOCAL A.C. PROCEDURES WILL ENSURE THAT THEIR SERVICE ORDERS COVER ANY A.C. BILLING AND THAT THE LOCAL SALES OFFICE IS INFORMED ABOUT THE STATUS OF THE ORDER.

3.03 When an Associated Company salesman sells a service which involves other Associated Company Areas, he will send SSO information to his ISC Marketing member for the preparation and forwarding of an SSO, via TWX, to the Marketing member of the Control Team. The Marketing member of the Control ISC Team will provide the SSO number. ISC Marketing Control will distribute copies of the SSO to all Teams affected and to his Team coordinates, except that Western Control will receive copies only when the Control Team requests supply coordination by W.E.Co. At Noncontrol locations, ISC Marketing will distribute copies immediately to all Team members (except the Western member). The Associated Company Areas receiving such SSOs then implement the service using their normal internal service order procedures.

3.04 Whenever W.E.Co. supply coordination is required, the Control ISC Team should provide a copy of the SSO to its Western member. The latter will ensure that all Western Noncontrol locations involved in the service receive the required project information.

3.05 Of necessity, some SSOs extend to many pages. In those cases where they are more than six pages long, the Control ISC Team should consider reproducing the necessary copies and distributing them by mail. To help expedite distribution, enough copies should be forwarded to provide for each ISC Team member. In all cases, the manner in which an SSO is distributed is governed by its urgency.

Misdirected SSOs

3.06 Misdirected SSOs should be referred to the originator for retransmission. The geographic description of ISC Areas and States by Telephone Company are included in the ISC Directory in order to serve as a ready reference to help reduce the number of misdirected SSOs. The geographic description of ISC Areas defines geographic areas by municipality for ISC Teams responsible for other than entire states.

Independent Company Involvement

3.07 Communities served by Independents are ***not*** all listed in the ISC Directory. In those cases where areas are defined on a negative basis, it must be determined whether or not an Independent Company serves the location in question. When a question arises as to whether a particular location is served by an Independent, reference should be made to Telephony's "Directory of the Telephone Industry" or Telephone Engineer and Management's "Directory/Who's Who of the Telephone Industry." These publications list the exchanges served by both Bell and Independent Companies and are available through Bell-Independent Relations (BIR) personnel and other Company sources.

3.08 If an SSO is received by an Associated Company and it is determined that an Independent Company is involved, the order should be treated as follows:

(a) If the SSO shows a Due Date and under the S&E Section the code ICO is used followed by the name of the Independent Company, it will be processed as a normal SSO. This means that the Independent Company has already approved the Due Date.

(b) If the SSO shows a specific Due Date and under the S&E Section ***no*** mention is made of the Independent Company, the SSO should be handled as a "DTF" order. The originator should be so advised by the Noncontrol ISC Team.

(c) When the SSO shows "DTF" with an "about date," it will involve an Independent Company. The S&E Section will show the code ICO followed by the name of the Independent Company involved. The "RMKS" Section will show ***who*** is responsible for providing the firm date and ***when*** it is required. All departments will work toward meeting the "about date" until a firm date is established by a Supplement from Marketing Control.

B. Service Inquiry Distribution

3.09 Service Inquiries are used ***only prior to receipt of a firm order from the customer*** to determine such things as availability of equipment and facilities, and feasibility to provide the service. The section on "Service Inquiries" covers the use of Service Inquiries in more detail.

3.10 When a Service Inquiry is used for Special Exchange Service at Bell System locations, it is distributed by the Control ISC Team via TWX to the other Associated Company ISC Teams involved.

C. SSO Worksheet Distribution

3.11 The SSO Worksheet (Form E-5262) may be used locally by the salesman or his representatives to record pertinent information about a customer service. The Worksheet information will be forwarded to the ISC Marketing member who serves the salesman's Territory or Area. The Marketing member, with the assistance (as required) of the other members of the Team, will then prepare and forward the SSO as promptly as possible to the appropriate Teams. It is most important that the Worksheet information and the SSO be sent to the Teams expeditiously.

4. SSO IMPLEMENTATION

4.01 When the SSOs are received by each of the ISC Team members, it should be regarded as their authority to act, and every effort should be made to begin implementing the service at once. Local service order routines differ in each Company and/or Area so much that the details of this phase can only be interpreted by the people involved. Also, requisitioning of material from the Western Electric Company follows different routines. However, the following functions must be performed immediately, regardless of the method used or the Department responsible for carrying them out:

(1) Verify or arrange for tariff coverage for the specific service involved. If the particular service or equipment is not permitted by existing filings and it is determined that special permission will not be requested, the Control Team should be so advised immediately. Also, if charges vary from any rates indicated on the SSO, inform the Control Team.

(2) Initiate contacts with any Independent Telephone Company through the proper Independent Company Relation channels. Such Independent Company involvement may have been previously investigated using an SSO with Date to Follow (DTF). A copy of SSOs involving Independent Companies should be sent to the ISC Engineer to facilitate subsequent detailed discussions regarding equipments or facilities.

(3) Furnish any special billing instructions to the proper Accounting Office to ensure treatment as shown on the SSO. Normal billing instructions should be handled in the standard manner.

(4) Assign local facilities and central office equipments necessary to meet transmission requirements. Some services may require special tests of these facilities to ensure proper operation, and steps should be taken to request such tests immediately to permit later rerouting or realigning if required. If circuit orders and layout records are required, distribute them in time to permit meeting the Plant Test Date.

(5) Order station or central office equipment or other apparatus as indicated by the SSO. If sufficient information is not furnished for ordering, it may be necessary to contact the Engineering member of the Control ISC Team. The Control ISC Engineer should approve all arrangements not specified in the SSO. Every effort should be made to place requisitions with the W.E.Co. Distributing House before the Requisition Due Date in order that the item(s) may be delivered in time to meet the Service Due Date.

(6) Initiate special design or modification work as soon as sufficient detail is furnished by the Control ISC Engineer, who must make every effort to avoid duplication of engineering time. However, some local effort may be necessary at each point involved. Insofar as possible, the Control Engineer should furnish engineering information in standard format and Teams should utilize drawings and instructions provided by the Control Engineer.

(7) Issue local service and/or work orders as soon as feasible to authorize the Plant Department to install and test the service. Depending upon the degree of mechanization used in the local service order procedures, this may take various forms or may require several steps. In any case, the local order shall contain all the information needed to carry out the installation work and provide service as requested by the customer. Therefore, all options, lists, or special instructions or information should be included in addition to information concerning system test, training, and cutover schedules.

4.02 If any of these functions cannot be carried out in time to meet the requested Service Due Date, despite all efforts, the Department en-

countering the difficulty shall so inform the Control ISC Team by issuing a Jeopardy Report to his departmental counterpart on the Control Team.

4.03 After these initial steps have been taken, each Team member should follow up on his departmental responsibilities which are listed in related departmental sections. However, the keys to successful implementation of all services are cooperation, coordination, and communication both interdepartmentally and between ISC Teams.

4.04 Several important dates occur as each Team progresses through the various steps of the implementation phase of a service, such as:

(1) Requisition Due Date (RDD).

(2) Plant Test Date (PTD).

(3) Traffic Training Date (TND).

(4) Service Due Date (DD).

The Plant Test Date should be regarded as the key target of all efforts during this phase. This key date is the "dress rehearsal" that either ensures proper operation on the Service Due Date or reveals trouble conditions that must be cleared before the service can be turned over to the customer. Also, it permits customer training prior to the Due Date. This is the date by which all station equipment and facilities must have been installed and tested, making them available to the Plant Control Office for system or end-to-end tests before the Service Due Date.

5. SYSTEM STATUS REPORTS

A. General

5.01 System Status Reports (SSRs) are used by the ISC Team members, or their authorized representatives, to report to the Control ISC Team on the various phases of the implementation of an Intercompany or Interarea service. While these reports will be used primarily by Plant, other departmental representatives should also use SSRs to inform their coordinates on the Control ISC Team of conditions affecting their departmental responsibilities.

5.02 System Status Reports fall into four basic categories:

(a) Acknowledgment (WACK) Reports — Issued by Plant to confirm that an SSO or a Marketing Supplement has been received.

(b) Jeopardy Reports — Issued when there is an indication that an SSO may not be completed as ordered for any reason. This includes the meeting of specified Plant Test Dates and Traffic Training Dates as well as the Service Due Date.

(c) Missed Due Date Reports — Issued by Plant if service is not made available to the customer by the Service Due Date listed on the SSO.

(d) Completion Reports — Issued by Plant Noncontrol by the Plant Test Date, and by Plant Control at the time service is made available for customer use, even though there are service-affecting exceptions to the SSO. A subsequent Completion Report is required when such exceptions have been cleared.

5.03 In addition to the four basic System Status Reports described in 5.02, periodic Progress Reports may be requested when deemed necessary by the Control ISC Team or their designated Project Teams.

5.04 A current record of SSO status at each location should be maintained by Plant on a log sheet using Form E-5264 shown in Fig. 1.

5.05 In order to satisfy the requirement for timeliness, status reports will normally be transmitted verbally via telephone. Alternative methods, such as TWX or local messenger service, may be used where local conditions make them more desirable and if they meet the requirements for immediate reporting. Telephone numbers for Marketing Control will normally be found on the SSO following the "ORG" mnemonic. Telephone numbers for the Plant Control Office should normally be shown on the SSO following the "PCO" mnemonic. Otherwise, telephone numbers for Marketing Control can be obtained from the ISC Directory, and for the PCO, from the Interoffice Communications Directory provided for testroom use. In addition, TWX numbers can be obtained from the ISC Directory and from the Teletypewriter Address Code Directory normally provided for testroom use.

5.06 A standard Form E-5265, "System Status Report — Worksheet," shown in Fig. 2, should be used for assembling status information preparatory to transmission and for maintaining local records of verbal status reports sent and received.

5.07 To facilitate receipt of verbal reports in the Marketing Control Offices after normal business hours, on holidays, and in those situations where time zone differences are involved, a voice-recording device should be used. Where recorded answering is encountered by a Plant Control Office when making verbal status reports, status information should be passed using the formats shown in the section on "System Status Reports." "Recorder" should be entered on the Service Order Log Sheet in place of the name of the person to whom the report is normally sent.

5.08 Where a high volume of service order reporting is required, it may be desirable to provide automatic dialing devices, automatic tie lines, etc, to expedite the handling of verbal status reports.

5.09 Normal implementation details of SSOs are performed by the functional representatives of the ISC Team members. For example, the engineering details are handled by a representative at the Engineering Control Office in coordination with representatives of the Engineering members of the various Noncontrol ISC Teams. In the same sense, the details of facility continuity and circuit integrity are normally handled by the Plant Control Office in coordination with the Noncontrol Serving Test Centers, as representatives of the Plant members of their respective Control and Noncontrol ISC Teams. These delegations of functional duties do not relieve the members of the ***designated*** Control and Noncontrol ISC Teams of their overall responsibility for the implementation of each service order.

5.10 When a Jeopardy or Missed Due Date condition is recognized, reporting procedures require that the ISC Team members or their designated Project Team representatives be notified immediately to enlist their aid in resolving the difficulty.

5.11 The flow of Plant-initiated SSRs is shown in Table A. The formats to be used for SSRs are covered in detail in the section on "System Status Reports." The conditions covering the initiation of each of these reports are outlined in 5.12 through 5.37.

B. Acknowledgment (WACK) Reports

5.12 Plant Control and Plant Noncontrol will acknowledge receipt of all SSOs and Supplements immediately upon receipt. It is not necessary to WACK an SSO or a Supplement which confirms a previously acknowledged informal verbal SSO or Supplement unless it authorizes service different from that previously authorized.

5.13 Plant Noncontrol will WACK to Plant Control. Plant Control will WACK to Marketing Control. Plant Control should ***not*** delay sending his WACK pending receipt of WACKs from Plant Noncontrol. It is the responsibility of Plant Control to keep adequate records to ensure the receipt of WACKs from each Plant Noncontrol location involved.

5.14 WACKs for more than one order may be transmitted on a single report, if all the WACKs involved are directed to the same addressee.

5.15 If, within two days of the issuance of the SSO, Marketing Control has not received a WACK from Plant Control or Plant Control has not received a WACK from each Plant Noncontrol involved, a request to "acknowledge receipt of" (AKRO) should be made by Marketing Control or Plant Control, respectively. (See the section on "System Status Reports.")

5.16 Replies to AKRO requests, either positive or negative, should be made within one working day. If the reply from Plant Control is negative and Plant Control has not received any WACKs, Marketing Control should immediately resend the SSO or the Supplement in its entirety to all the original addresses, suffixing the SSO or the Supplement number with the letter "X" to indicate a retransmission. If the reply from one or more Plant Noncontrols is negative, Plant Control shall request Marketing Control to resend to the point or points not in receipt of the SSO or the Supplement. This does not preclude passing the information contained in the SSO or the Supplement verbally, if necessary to meet the Service Due Date.

C. Jeopardy Reports

5.17 The primary purpose of a Jeopardy Report is to furnish prompt and complete information regarding any potential problem which may jeopardize the completion of an SSO as ordered. In this way, the assistance of other groups and higher management can be obtained in resolving the problem, or in renegotiations with the customer. Jeopardy Reports will only be initiated prior to the Service Due Date.

5.18 Jeopardy Reports will be initiated immediately upon recognition of any of the following conditions:

(a) There is an indication that a RDD, a PTD, a TND, or a Service Due Date may be delayed for any reason.

(b) To meet the Service Due Date it may be necessary to start the service with service-affecting exceptions on items specified in the SSO.

5.19 When a jeopardy condition is recognized, reporting procedures require that the ISC Team members be notified immediately to enlist their aid in resolving the difficulty.

5.20 Each Plant Noncontrol involved in an SSO shall, upon recognition of a condition requiring a Jeopardy Report, make such a report to Plant Control.

5.21 Plant Control shall, upon receipt of a Jeopardy Report from a Plant Noncontrol or upon recognition of any condition requiring a Jeopardy Report received from any other source, make such report to Marketing Control. If there is a designated Network Control Office concerned with the particular service, Plant Control shall also notify the Network Control Office. The Network Control Office shall notify the Plant Network Manager, when assigned.

5.22 In addition, any other departmental representative, recognizing a jeopardy condition, will immediately notify his departmental ISC Team member. The Team member receiving such a report will immediately forward it to his departmental counterpart on the Control ISC Team (Engineer to Engineer, Traffic to Traffic, etc). He will also notify the other members of his Team, if affected. Other members of the Control ISC Team will keep Marketing Control fully informed of all Jeopardy Reports. (Exception: Western Noncontrol on "00" or service-coordinated cases will notify Plant of any known jeopardy conditions.) ***Marketing Control is responsible for keeping the ISC Marketing member of the Selling Company advised of jeopardy situations.***

5.23 Once a Jeopardy Report has been initiated by any group, subsequent supplemental reports shall be furnished to report any changes in the jeopardy situation. These supplemental reports should use the same format and should follow the same organizational channels as the original Jeopardy Report. When a subsequent report indicates that the jeopardy condition no longer exists, no further Jeopardy Reports will be required.

D. Missed Due Date Reports

5.24 A Missed Due Date Report is the notification that a service authorized by an SSO has not been made available to the customer on the specified Service Due Date.

5.25 Missed Due Date Reports shall be initiated immediately upon missing a Service Due Date for any customer location, for any reason.

5.26 Plant Noncontrol will immediately report Missed Due Dates for his customer location(s) to Plant Control. Plant Noncontrol will also notify the Plant member of the Noncontrol ISC Team.

5.27 Plant Control will immediately report any Missed Due Dates to the Control ISC Team Marketing member. In addition, Plant Control will notify the Control ISC Team Plant member and the Plant Network Control Office, when assigned. The Plant Network Control Office will notify the Plant Network Manager, if assigned.

5.28 When a Missed Due Date Report is initiated by Plant Control for an entire customer service they should also advise Plant Noncontrols in order that local billing can be delayed, if necessary. In these cases, a subsequent Completion Report should also be sent to Plant Noncontrol.

5.29 A Missed Due Date Report should normally be preceded by one or more Jeopardy Reports. In these cases the Missed Due Date Report will briefly give reasons for the Missed Due Date, making reference to the Jeopardy Reports, and give the current prospects for completion.

5.30 If there are instances where Jeopardy Reports have not been sent prior to the Missed Due Date, the Missed Due Date Report must include a detailed explanation of the reasons for the miss, the reasons for no Jeopardy Reports, the action taken, and the prospects for completion.

5.31 Once a Missed Due Date Report has been initiated, subsequent supplemental reports shall be furnished to reflect any changes in the prospects for completion. These supplemental reports should use the same format and should follow the same organizational channels as the original Missed Due Date Report. As soon as service is made available to the customer as authorized, a Completion Report shall be initiated.

E. Completion Reports

5.32 A Completion Report is a notification that a service authorized by an SSO has been made available to a customer. A service-affecting exception to any part of the SSO should be fully covered in the Completion Report and a supplemental Completion Report made when the exception has been removed.

Note: Supplemental Completion Reports are not required when a service is started using facilities or equipment different from those specified in the SSO (or circuit order establishing the service) if these temporary arrangements are not service-affecting. Such cases should be reported as "Completed As Ordered" in the initial report.

5.33 ***By the Plant Test Date,*** each Plant Noncontrol will report the completion of that part of the SSO for which he is responsible, including any possible service-affecting exceptions, to the Plant Control.

5.34 Plant Control shall, upon receipt of Completion Reports from all Plant Noncontrols involved and upon satisfactory completion of the overall system tests, transmit the Completion Report to Marketing Control. This should be done immediately after service has been made available to the customer.

5.35 If there is a Network Control Office assigned to a particular service, Plant Control will also notify Network Control. The Network Control Office will notify the Plant Network Manager, when assigned.

5.36 Marketing Control is responsible for notifying the ISC Marketing member of the Selling Company of the completion of the SSO.

F. Progress Reports

5.37 Progress Reports may be requested by ISC Control Teams or their designated Project Teams to keep them informed of the status of various phases of large or complex orders. These reports will generally be requested by the SSO or a supplemental SSO originated by the department requiring the information. Such requests will specify reporting frequency and dates, information required, method of reporting, to whom the reports should be sent, etc.

6. SERVICE ANALYSIS REPORTS

A. General

6.01 Part 6 outlines the procedure to be followed for collecting performance data for the analysis of a customer's Intercompany or Interarea Special Exchange Service, when required, after start of service.

6.02 In addition to his primary responsibility for implementing Intercompany Services, the Plant member of the Control ISC Team carries a continuing general responsibility for the overall quality of his customers' Intercompany and Interarea Services. Also, when the need is indicated, Plant Control is specifically responsible for authorizing the collection of Intercompany performance data for a customer's Special Exchange Service. Other Team members should be consulted, as required, to secure related information. Such collection of trouble data may be deemed necessary when:

(a) Pre-cutover call-through data is needed to assess the quality of the implementation work and the probable performance of a new network.

(b) Post-cutover trouble data is needed to assess the actual performance of a new network.

(c) A customer's service is under complaint.

(d) Local forces responsible for a customer's service require network trouble data for trouble analysis or for service improvement.

(e) A critique is needed for new system analysis to identify and correct any design errors.

6.03 It is not intended that these procedures be applied as a general practice as a means of maintaining routine trouble histories on these services. Local Plant administrative organizations and Data Service Bureaus are in no way relieved of their normal day-to-day responsibilities for their customers' services.

B. Reports

6.04 A Service Analysis Request (SAR-1) will be originated by ISC Plant Control to authorize a maintenance study on a particular customer's service. A Service Analysis Report (SAR-2) will be used to transmit study information to the originator of the SAR-1. The section on "Service Analysis Reports" describes the format and preparation of the SAR-1 and SAR-2.

6.05 SAR-2 report data should be accumulated on Form E-5068A entitled, "Service Analysis Reports (SAR-2)" Worksheet for transmittal via TWX to the addressee specified by ISC Plant Control. Supplies of Form E-5068A may be obtained from Western Electric through normal ordering channels.

6.06 The format of the SAR-2 is designed to permit either manual or machine summarization. To ensure the system compatibility required when a machine summary is used, all SAR-2 reports must be transmitted and received on 4-row, 100 wpm TWX stations.

6.07 At receiving locations handling a low volume of SAR-2 reports, manual summarization will probably suffice. When occasional requirements for handling larger volumes of data exist, local data processing centers can keypunch cards from teletypewriter hard copy for machine processing. Locations handling sustained large volumes of data should consider adding a receiving telegraphic card punch to the receiving TWX machine. This will permit punched cards to be prepared simultaneously with the receipt of page copy on the teletypewriter. The ISC Plant Control or his designee, generally the home Plant District, will perform the necessary analysis from either the page copy of a printout from the punched cards.

C. Analysis of the Start of a New Service

6.08 The quality of a new customer service is largely dependent upon the thoroughness with which overall system tests were applied and appropriate corrections made prior to the start of service. Any service problems which remain from this phase of the implementation program will generally become apparent during the first month of service. This initial period can, therefore, be most critical in establishing the pattern of service performance and the attitude of our customer toward that service. For this reason, every possible effort should be made to monitor the start of as many new services as practical and to analyze the trouble results for any improvement needs.

6.09 If a service analysis is desired and approved by Plant Control at the start of a new service, it will be specifically requested in the "RMKS" Section of the SSO authorizing the service. This report will cover the first twenty-eight days of the service. It will consist of three parts as follows:

(a) A summary of troubles reported or observed during the first seven calendar days after the service has been turned up to customer, using the format of SAR-2.

(b) A summary of troubles reported or observed during the eighth through the twenty-eighth calendar days after the service has been turned over to the customer, using the format of SAR-2.

(c) Optionally, such as for a system of new design, an interdepartmental report in narrative form giving a detail of preservice troubles encountered in the installation and testing of the service. It should also include any customer comments regarding the service.

6.10 When a Service Analysis Report is requested covering the start of service, it will be the responsibility of each ISC Plant Noncontrol to forward the required information to the ISC Plant Control. It will be the responsibility of each department involved to furnish its ISC Team Plant member, with solicitation, any data required for the narrative report. The narrative report, when requested, and the first Trouble Summary (SAR-2) covering the first seven days of service should be forwarded to reach the ISC Plant Control not later than the second working day following the end of the report period. The SAR-2 covering the eighth through the twenty-eighth calendar day should be forwarded to reach the ISC Plant Control not later than the second working day after the end of the report period.

6.11 The ISC Plant Control will be responsible (in consultation with other Team members, if required) for analyzing the results and determining that either the service performance appears to be satisfactory or that corrective action or further study should be undertaken. The ISC Marketing Control should be kept fully informed of this phase.

D. Subsequent Analysis

6.12 A Service Analysis Request (SAR-1) may be initiated requesting a Service Analysis Report (SAR-2) at any time after the start of service(s), if a serious service criticism is made (or it is anticipated that one will be made) by a customer. A request to initiate an SAR-1 may originate through the Plant Network Control Office, the Plant Network Manager, the Account Manager, the salesman, or higher management as a result of a service criticism. This request should be referred to the ISC Plant Control. The final decision as to whether an SAR-1 should be issued rests with the ISC Plant Control, but should be arrived at after appropriate consultation with other Team members.

6.13 Upon the decision to review all or part of a customer's service at any time subsequent to the initial start of service, the Control ISC Team Plant member will originate an SAR-1 via TWX. The SAR-1 will be directed to the appropriate Noncontrol ISC Team members requesting an SAR-2 on the circuit(s) or network involved. He should specify the time interval to be covered by the study and when SAR-2 reports should be made.

6.14 The Noncontrol ISC Team Plant members will pass the request to the various Plant Service Centers involved in their territory.

6.15 The Plant members of the Noncontrol ISC Team will consolidate the reports from all locations in his territory and will forward the data to the Control ISC Team Plant member.

6.16 The Plant member of the Control ISC Team will be responsible for the overall analysis of the results. From his findings (and consultation with his other Team members, if necessary), he should be able to determine the course of action to pursue in resolving the complaint. The ISC Marketing Control should be kept fully informed of this phase.

6.17 The duration of a particular subsequent service analysis should normally be limited. It is expected that most requests will be satisfied within a 30-day study period and that only extreme cases would extend for longer periods.

7. INFORMAL ORDERS

7.01 When there is not sufficient time to issue System Service Orders in the regular manner, such as those requiring immediate action outside of normal business hours, Marketing Offices will issue orders informally to the Plant Control Office and to Traffic if customer training is involved. The Marketing Control may request the ISC Plant Control to transmit such orders directly to ISC Plant Noncontrol and other Plant groups involved in the implementation of the service. These orders should be transmitted by the most expeditious means available. Verbal orders should be read back for an accuracy check. WACKs are not required on verbal orders.

7.02 Insofar as possible, informal orders should follow the System Service Order format and will be subsequently confirmed by formal SSOs issued by ISC Marketing Control, carrying the notation "CIO" (Confirming Informal Order) after the SSO number.

7.03 In addition, local Plant Offices may receive informal orders for an Intercompany service directly from the customer's principal office if Marketing personnel are not available. Detailed procedures for handling such informal orders are covered in Table B.

7.04 A written record should be made by recipients of a customer's informal order, including the time and date received, and the name and location of the person ordering the service. Verbal orders should be read back for an accuracy check.

7.05 In cases where prior approval is required before an order is executed and Marketing personnel or the ISC Team Plant member cannot be contacted, the local Plant Office should proceed to execute the order in anticipation of approval ***only*** in those cases where experience or judgment indicates that approval would be given. The order should be referred to Marketing via his ISC Team Plant member as soon as possible thereafter.

7.06 Plant Offices which might receive "out-of-normal business hours" orders from customers should keep an up-to-date list of local Marketing coordinates home telephone numbers that may have to be called to obtain approvals.

7.07 Plant Offices should keep an up-to-date list of local interdepartmental and Plant Intercompany contacts, as required, from whom assistance may be needed in implementing informal orders. When necessary, the Plant Office should request the assistance of its ISC Team member.

7.08 If a local Plant Office receives an informal order for an Intercompany service and recognizes that the service to be furnished is the responsibility of another Company, he should forward it to his local Marketing Office for handling. When Marketing personnel are not available, the order should be passed to his ISC Team Plant member or to an appropriate Plant Office of the other Company.

TABLE A – FLOW OF SYSTEM STATUS REPORTS – PRIVATE LINE SERVICES
SSRs INITIATED BY DESIGNATED ISC TEAM PLANT MEMBERS

TYPE OF REPORT	REPORT COVERS	WHEN REQUIRED	ISC NON-CONTROL TEAM PLANT MEMBER FORWARDS TO	ISC CONTROL TEAM PLANT MEMBER FORWARDS TO	
			ISC CONTROL TEAM PLT MEMBER	ISC CONTROL TEAM MKTG MEMBER	PLT NETWORK CONTROL OFFICE
WACK	ACKNOWLEDGEMENT OF RECEIPT OF SSO OR MKTG SUPP.	IMMEDIATELY UPON RECEIPT OF SSO OR MKTG SUPP.	X	X	–
JEOPARDY (1)	(a) ANY INDICATION THAT A RDD, PTD, TND OR DD MAY BE MISSED (b) THAT SERVICE WILL START WITH SERVICE AFFECTING CONDITIONS.	IMMEDIATELY UPON RECOGNITION THAT CONDITION EXISTS.	X	X	(2)
MISSED DUE DATE	THAT SERVICE DUE DATE WAS MISSED FOR ANY REASON.	IMMEDIATELY UPON MISSING A SERVICE DUE DATE.	X (3)	X	(2)
COMPLETION	COMPLETION OF A SYSTEM SERVICE ORDER.	(a) IMMEDIATELY UPON COMPLETION OF THE SSO – BY THE PTD.	X	–	–
		(b) IMMEDIATELY AFTER SERVICE IS MADE AVAILABLE TO THE CUSTOMER.	–	X	(2)
		(c) UPON REMOVAL OF SERVICE AFFECTING EXCEPTIONS	X	X	(2)

(1) JEOPARDY REPORTS INITIATED BY DEPARTMENTAL REPRESENTATIVES OTHER THAN PLANT SHOULD BE HANDLED AS OUTLINED IN 5.20.

(2) PLANT NETWORK CONTROL OFFICE WILL ADVISE THE PLANT NETWORK MANAGER, WHEN ASSIGNED.

(3) THE ISC CONTROL TEAM PLANT MEMBER WILL ADVISE THE ISC NONCONTROL TEAM PLANT MEMBER IN ORDER THAT LOCAL BILLING CAN BE DELAYED. A SUBSEQUENT COMPLETION REPORT WILL ALSO BE PASSED TO THE PLANT NONCONTROL.

TABLE B
PLANT HANDLING OF INFORMAL SERVICE ORDERS

ORDER RELATES TO	ACTION TO BE TAKEN ON ORDERS RECEIVED FROM	
	CUSTOMER'S PRINCIPAL OFFICE	TELCO MARKETING OFFICE
(1) New or additional service to points outside the Continental U.S.	A	C
(2) Temporary service required to meet a severe public emergency when (1) above is not involved*.	B	C
(3) New or additional service requiring the use of additional Independent Company facilities when (2) above is not involved.	A and D	C and D
(4) Rearrangements or outright discontinuance of service.	E	C
(5) Requests other than those shown in (1), (2), (3), and (4) above.	A	C

*A severe public emergency is defined as hurricane, earthquake, flood, fire, storm, common carrier catastrophe, failure of common carrier facilities, or emergency activities directly involving the Armed Forces. In cases where a customer desires to continue temporary service in effect after the severe public emergency, these shall be handled as orders for new service and ordered in accordance with procedures governing the furnishing of new services.

A. Obtain approval of Marketing office before proceeding with work involved (see Notes 1, 3, and 4).

B. Proceed with work involved before obtaining approval of Marketing office (see Notes 2, 3, and 4).

C. Make the necessary arrangements specified in the informal order (see Note 4).

D. Such orders shall be considered "Subject to FCC Approval" even though not specified in the informal order.

E. Obtain approval of Marketing office. When unable to contact Marketing, proceed with the work involved (see Notes 2, 3, and 4).

Note 1: If the order is received after normal business hours, the Plant office should call a Marketing representative at his home to obtain the required approval.

Note 2: If the order is received after normal business hours, the Plant office should obtain the required approval at opening of business on the next business day.

Note 3: If the Plant office receiving an order from a customer's principal office is not located in the same city as the Marketing office, the order should be referred to the responsible Marketing office for the assignment of an order number. This action should be taken either before or after proceeding with the work involved, depending upon the nature of the order.

Note 4: In executing an informal order, notify all Plant offices involved as follows: If your office is the Plant Control Office, pass the order directly to the Plant offices involved. If your office is not the Plant Control Office, pass the order to the Plant Control Office which will be responsible for passing it to the Plant offices involved.

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FORM E-5264
(1-68)

ISC SERVICE ORDER LOG SHEET

SSO _____
(SSO NO.)

ORD _____
(OTHER ORDER NOS.)

CKT. TN _____
(CIRCUIT NO. OR TEL. NO.)

PTD _____ TND _____ DD _____
(MO-DAY-YR) (MO-DAY-YR) (MO-DAY-YR) (TIME)

CCN _____
(CONTRACTING CUSTOMER NAME)

WACK Sent _____ – _____ – _____
(SENT BY) (SENT TO) (MO-DAY-YR)

WACK Received

(CKL LTR)	–	(RPTD BY)	–	(MO-DAY-YR)	(CKL LTR)	–	(RPTD BY)	–	(MO-DAY-YR)
	–		–			–		–	
	–		–			–		–	
	–		–			–		–	

COMPLETION SENT _____ – _____ – _____
(SENT BY) SENT TO (MO-DAY-YR)

DATE	TIME	ACTIVITY

FILE COMPLETED LOG WITH COMPLETED SERVICE ORDER

Fig. 1 – Form E-5264, ISC Service Order Log Sheet

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FORM E-5265
(1-68)

SSO – SYSTEM STATUS REPORT
WORKSHEET

TO _____ (TEL., TWX OR TTY NO.) _____ (CITY, OFFICE NAME OR ISC TEAM NO.)

_____ _____

_____ _____

ORG _____ (TEL., TWX OR TTY NO.) _____ (CITY, OFFICE NAME OR ISC TEAM NO.) (ORG. INIT. – DATE)

RPT ☐ WACK ☐ AKRO ☐ AKRO REPLY

☐ JEOPARDY ☐ MISSED DUE DATE

☐ COMPLETION ☐ PROGRESS

SSO _____ (SSO NUMBER)

ORD _____ (OTHER ORDER NUMBER)

CKT/TN _____ (CIRCUIT NO. OR TEL. NO.)

PTD _____ (MO-DAY-YR) DD _____ (MO-DAY-YR) (TIME)

CCN _____ (CONTRACTING CUSTOMERS NAME)

CKL _____ (LETTER) (CITY AND STATE)

STATUS _____

REPORT SENT TO _____ (NAME) (LOCATION) (TIME) (DATE)

Fig. 2 – Form E-5265, System Status Report — Worksheet